

STATE OF IOWA
DEPARTMENT OF COMMERCE
UTILITIES BOARD

IN RE: CRYSTAL COMMUNICATIONS, INC., d/b/a HICKORYTECH	DOCKET NO. TCU-00-53
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ORDER DOCKETING FOR FURTHER INVESTIGATION

(Issued May 2, 2003)

On April 3, 2003, Crystal Communications, Inc., d/b/a HickoryTech (HickoryTech), filed with the Utilities Board (Board) a request to terminate its resale service in all of its Iowa exchanges except the Waukee exchange. HickoryTech states that approximately 1,006 customers will be affected by the withdrawal of its resale service in those exchanges.

Attached to the request was a proposed form letter that HickoryTech intends to send on May 7, 2003, to its resale customers in those exchanges asking those customers to select an alternative local service provider and place an order to be switched to that provider before July 5, 2003, or be automatically migrated to Qwest Corporation (Qwest), the incumbent local exchange provider. HickoryTech states that a customer choosing to be automatically migrated to Qwest will be able to “retain their telephone number and all features currently established in the Qwest switch as a resale customer.”

The Board has reviewed HickoryTech's filing and the proposed form letter and determines that there are several unresolved issues. HickoryTech is requesting to discontinue service to customers in several exchanges and transfer these customers to another carrier, yet HickoryTech does not ask for a waiver of 199 IAC 22.23, the Board's rule regarding unauthorized changes in telephone service. Moreover, the filing does not indicate whether Qwest has been notified of the proposed changes or if Qwest is in agreement with the proposed transfer of HickoryTech customers. HickoryTech has not indicated whether it intends to modify its tariff to eliminate these exchanges. Therefore, the Board will docket this filing for further investigation of HickoryTech's request. Because of the numerous unresolved issues in this matter, HickoryTech should not issue the proposed form letter attached to its filing to its customers on May 7, 2003, as previously indicated.

The Board has been notified that Qwest intends to file a response to HickoryTech's request on or about May 2, 2003. Therefore, the Board will not take further action on this matter until HickoryTech has had an opportunity to review and respond to Qwest's filing.

IT IS THEREFORE ORDERED:

The request to terminate resale services in several exchanges filed by Crystal Communications, Inc., d/b/a HickoryTech, on April 3, 2003, identified as Docket No. TCU-00-53, is docketed for further investigation as described in this order.

UTILITIES BOARD

/s/ Diane Munns

/s/ Mark O. Lambert

ATTEST:

/s/ Sharon Mayer
Executive Secretary, Assistant to

/s/ Elliott Smith

Dated at Des Moines, Iowa, this 2nd day of May, 2003.